



Florida  
Public  
Utilities  
Company

ORIGINAL

DISTRIBUTION CENTER  
01 SEP -4 AM 9:43

P.O. Box 3395  
West Palm Beach, FL 33402-3395

August 29, 2001

Division of Commission Clerk and Administrative Services  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0950

Re: DOCKET NO. 010004-GU  
Energy Cost Conservation Recovery Clause  
Audit Control No. 01-068-4-2

We have enclosed a copy of our Company Responses to the 2000 Gas  
Conservation Audit Report.

If you need any additional information, please let me know.

Sincerely,

Cheryl M. Martin  
Manager of Corporate Accounting

cc: George Bachman  
Jack English  
Mike Peacock  
Bob Smith  
Chuck Stein  
SJ 00-597(Gas Conservation)

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FPSC-COMMISSION CLERK

Florida Public Utilities Company  
2000 Gas Conservation - Company Responses (Audit Control # 01-068-4-2)

Responses to Audit Disclosures:

Disclosure #1: Promotional items referenced in the recent PSC audit are vital in aiding promotion of Florida Public Utilities' Good Cents programs. Such items are distributed to residential and commercial contractors, realtors, HVAC contractors and trade allies as an incentive to either build Good Cents or help in promoting our Good Cents program. These items are used to keep the "Good Cents" name in the customer's mind in order to build brand recognition on our service areas.

This issue has been handled effectively in the past by explaining that we always provide a company contact person, address, and phone number via a business card when distributing promotional items to customers in order that they may wish to obtain additional information pertaining to our Conservation programs. Our procedure meets PSC criteria as set forth in Rule 25-17.01.

Disclosure #2: The expense is directly conservation cost related and has proven to be beneficial in promoting the use of the program and this should justify a waiver of a strict application of the rule.

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